

PTO/SB/21 (09-04)

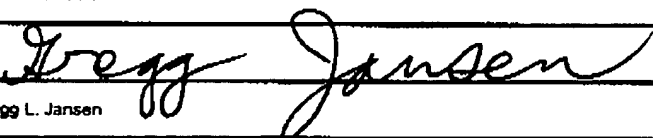
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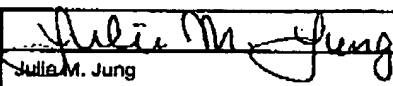
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TRANSMITTAL FORM (to be used for all correspondence after initial filing)	Application Number	09/477,991
	Confirmation Number	1039
	Filing Date	01/05/2000
	First Named Inventor	Bryce A. Jones
	Art Unit	2157
Examiner Name		Barbara N. Burgess
Total Number of Pages in This Submission		6
Attorney Docket Number		1264

ENCLOSURES (check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input type="checkbox"/> Amendment / Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Reply to Missing Parts/ Incomplete Application <input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____ <input type="checkbox"/> Landscape Table on CD	<input type="checkbox"/> After Allowance Communication to TC <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): Telephone Interview Summary
Remarks It is believed that no fees are due in this matter. However, if it is determined that fees are due, the Commissioner is authorized to debit Deposit Account No. 210765 for the required fees.		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT			
Firm	Setter Ollila LLC		
Signature			
Printed Name	Gregg L. Jansen		
Date	July 5, 2005	Reg. No.	46,799

CERTIFICATE OF TRANSMISSION/MAILING			
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Signature			
Typed or printed name	Julie M. Jung	Date	July 5, 2005

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**RECEIVED****CENTRAL FAX CENTER**

JUL 05 2005

In re application of: Bryce A. Jones

Application No.: 09/477,991

Group No.: 2157

Filed: January 5, 2000

Examiner: Barbara N. Burgess

For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A
WEB CALL CENTER**TELEPHONE INTERVIEW SUMMARY**

Applicant submits this telephone interview summary to meet the requirements of 37 C.F.R. § 1.133(b), and according to the requirements listed in MPEP § 713.04.

Date/Type of Interview: Telephone interview conducted on June 28, 2005

Examiner: Barbara Burgess (571) 272-3996

Name of Applicant's attorney: Gregg Jansen (303) 938-9999, ext. 14

Exhibits shown or demonstrations conducted:

An agenda was faxed to Examiner Burgess at fax number (571) 273-3996 on Monday, June 20, 2005. The agenda included independent claim 146 and portions of the recently received Office Action regarding the last claim element of claim 146.

Claims discussed: Claim 146

Prior art discussed: Goss, U.S. Patent No. 6,493,447

General thrust of Examiner's arguments:

Examiner Burgess stated that the steps of generating routing information and transferring the routing information do not explicitly include elements of actually completing a connection.

Examiner Burgess stated that the steps of generating routing information and transferring the routing information do not explicitly process information from a cookie.

General thrust of Applicant's arguments:

The invention uses information in a cookie to select a web call center resource, as embodied in claim 146. The invention further uses the cookie information to extend the web call (originating from the user device) to the

selected web call resource. The original call is never dropped or terminated, and the claims are not concerned with a later call back.

Goss discloses a "call-back request". This terminology indicates that the original call is not completed to an agent. Goss does not extend the original call from the caller. In Goss, the caller registers a call-back request and subsequently an agent calls back at a later time.

Attorney Jansen stated that the claims do not need to claim explicit connecting steps or elements. The provision of routing information to the appropriate network is sufficient for completing the extension of the call to the selected web call resource.

Attorney Jansen stated that the cookie information does not need to be explicitly included in the elements of steps of generating routing information and transferring the routing information. Attorney Jansen stated that a call source and a call destination are known after a web call resource is selected due to the processing of the cookie. Generating the routing information can be performed from the source and destination information.

Applicant's arguments followed the material of the previously submitted agenda, enclosed.

Agreement reached and general nature of the agreement: None

Proposed amendments: None

Other pertinent matters:

Attorney Jansen asked whether Examiner Burgess would consider claim 146 to be patentable if claim 146 was amended to state that the step of generating routing information included information from the cookie. Examiner Burgess responded that she would have to see a formal amendment submission in order to make such a determination.

Date: 7/5/05


SIGNATURE OF PRACTITIONER

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Enclosure: Telephone Interview Agenda of 6/20/05

TELEPHONE CONFERENCE AGENDA

To: Examiner Barbara Burgess, Fax (571) 273-3996

From: Gregg Jansen, Setter Ollila LLC, Tele (303) 938-9999 ext. 14

Date: June 20, 2005

Re: 09/477,991 Method and Apparatus for Processing Web Calls in a Web Call Center

Scheduled Teleconference: Tuesday, June 28, 2005, at 1:00 Eastern, 11:00 Mountain time

Items to be Discussed:

- Independent method claim 146 (representative claim)
- Goss prior art patent 6,493,447
- Differences between claim 146 and Goss
- Further examination of the patent application

Independent claim 1

146. (Newly presented in RCE) A method of operating a communication system to route web calls to a web call center including a plurality of web call resources to handle the web calls, the method comprising:

receiving a web call for the web call center, wherein the web call originates from a user device;

processing a cookie for the user device to select one of the web call resources to handle the web call originating from the user device;

generating routing information for the web call originating from the user device to the selected web call resource; and

transferring the routing information to extend the web call originating from the user device to the selected web call resource.

Office Action:

Applicant requested a telephone conference in order to move the application to a final resolution and to preclude the necessity of filing an Appeal. The above amended claim was presented in the previous response in order to more clearly definite the

invention. However, the received Office Action still cites the same portions of Goss and still rejects the claims as being anticipated by Goss, despite the fact that the current claims include limitations that are clearly not included in Goss.

For example, the recently received Office Action states that Goss discloses "transferring the routing information to extend the web call originating from the user device to the selected web call resource" (emphasis added). The Office Action cites col. 6, lines 35-44, 56-61, and col. 7, lines 1-5 in support of this assertion.

However, Goss does not disclose this element of claims 146 and 156. In the cited text (and elsewhere), Goss discloses that an incoming call can request a callback. A callback is NOT performed using the connection established by the requesting person. The term "callback" alone denotes that a current connection from the person to the Intranet Server 66 in Goss is not maintained and/or extended. The original call from the person to the call center is dropped after the person leaves a callback request (see col. 7, lines 26-29 and 55-58). At a later time, in a separate and distinct telephone call, an available agent generates a NEW call to the requesting person (see col. 7, lines 3-5). This claim element was strictly defined in the last amendment, and simply does not exist in Goss. Goss does not receive a call and extend the very same call to a selected web resource, based on routing information generated from a cookie.